

## ABSTRACT

We need communication to convey our idea or thought to listeners in organization. In organization, we work as a team and a team means two or more people who share a mission and responsibility to achieve their goal. Therefore, the writer wants to find the appropriate verbal and non-verbal languages a leader can use when giving order, asking questions, motivating team, and opposing opinions to his/her staffs. The writer uses questionnaires and interviews as the data for this research and verbal and non-verbal theories to support the analysis. The questionnaires and interviews are made from the theories like body language, choices of words, intonation, conversational style, face want, politeness, speech act, and the maxims. The result shows that eye contact, smiling, intonation, ways of pointing and hand movement are the greatest non-verbal languages. The leader can use words of inclusion, words of empowerment, face saving act, face threatening act, maxim of quality, maxim of manner, maxim of quantity, indirect speech act, direct speech act, and politeness as the verbal languages. In conclusion, verbal and non-verbal languages help the leader to have conducive communication with his/her staffs.